

Fig. 1

Data Flow Process and Interface

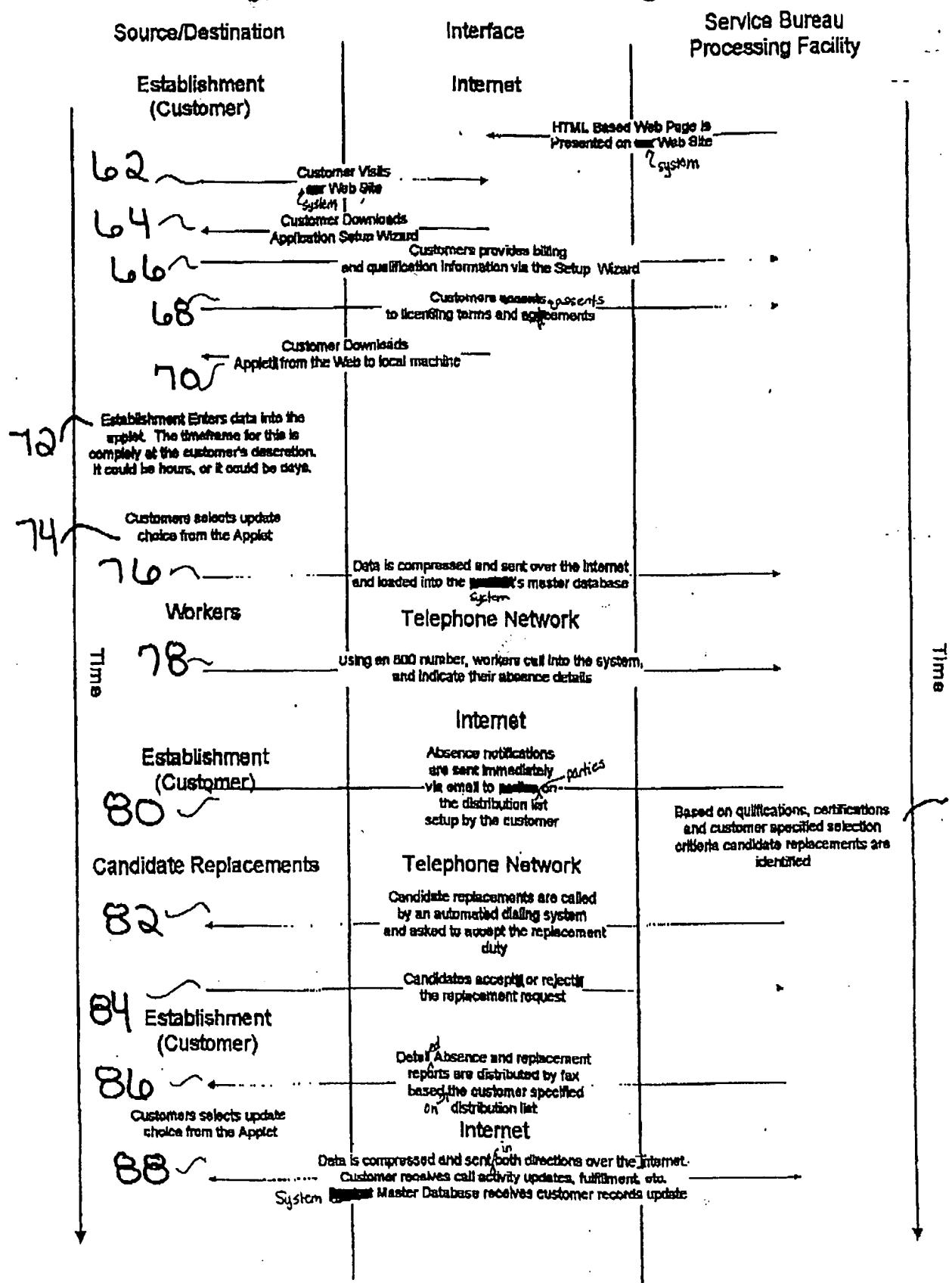


Fig. 2

Figure 3

90 ↗

STAFF	
Name	- 92
Title	- 94
Social Security Number	- 96
Pin	- 98
Cross reference to billing contact	- 100
Certification(s)	- 102
Substitute preferences	- 104
Schedule manipulation	- 106
Absence record	- 108
School reference	- 110
District reference	- 112
County reference	- 114
E-mail address	- 116
Fax number	- 118
Room/Office number	- 120
Special flag for recorded messages	- 122
Entitlement balances	- 124
Availability	- 126
Call time preferences	- 128

Figure 4

130 ↗

Business Data	
Billing address	-132
Mailing address	-134
Billing contact	-136
Emergency contact	
Evening	-138
Weekend	
Business	
Phone number	-140
Fax number	-142
E-mail	-144
PO #	-146
Options turned on	-148

Figure 5

Pick-Lists	
Field preferences	-152
Required	
Visible	
Default data	
Field data	-154
Type	
Certification	-156
Entitlement types	-158
People	-160
Schools	-162
District	-164

150 ↗

Figure 6

166 →

School Data	
Name	-168
Code	-170
Type	-172
Principal	-174
Fax	-176
Assign fax list	-178
Phone	-180
Secretary	-182
Assign substitute	-184
Assign staff	-186
Record/Play	-188

Figure 7

190 →

County Data	
Name	- 192
Code	- 194
State	- 196
Associate districts	- 198
Assign substitutes	- 200

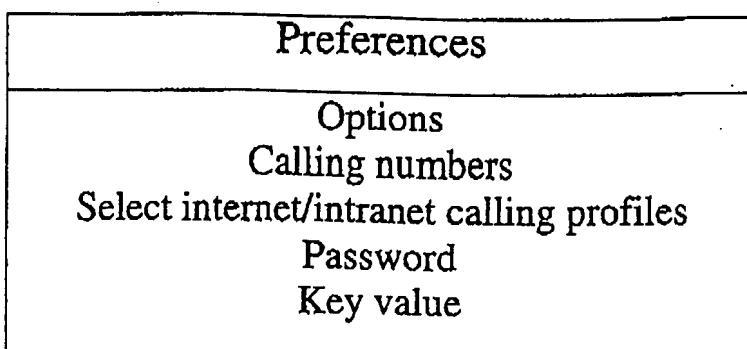
Figure 8

202 →

District Data	
Name	- 204
Code	- 206
District address	- 208
Phone	- 210
Fax	- 212
Assign fax list	- 214
Administrator/Board secretary	- 216
Associate schools	- 218
Assign substitutes	- 220
Assign staff	- 222
Record/Play	- 224

Figure 9

226 ↗



- 228

Figure 10

230

Reports	
Acceptance/refusal history	- 232
Call History	- 234
Unfulfilled	- 236
Teacher manifest Trend analysis	- 237
Substitute manifest	- 238
School manifest	- 240
Substitute performance Acceptance rating Flexibility rating Trend analysis	- 242
Staff attendance	- 244
Staff calendars	- 246
Assignment reports School District County	- 248

Figure 11

250

Wizard	
Phone	- 252
Emergency phone	- 254
Contact	- 256
Billing address	- 258
District	- 260
Title	- 262
Number of teachers (approx.)	- 264
Number of support staff (approx.)	- 266
Fax number	- 268
E-mail address optional	- 270
Billing contact optional	- 272

ABSENTEE REPORT

DATE: 1/8/98 TIME: 14:40:08

276 —

Name	Social Security#	Phone #	Title	Time	Location
Smith, John, T.	005-75-2243	(609)-555-1111	Social Studies	14:39:50	Howard
Date:		1/8/98			
Type:		Sick			
F/H Day:		Half Day/PM			

SUBSTITUTE ASSIGNMENT REPORT

DATE: 1/8/98

TIME: 17:08

278 —

Name: Smith, John, T.	SSN: 005-75-2243
Title: Social Studies gr 8	School ID: 011
Location: Howard	School: 50 South School Street
Substitute Information	
Name: Smith, Charles	SSN: 005-76-2214
Contact Date: 1/8/98	Time: 17:06

CALL HISTORY REPORT

DATE: 1/8/98

TIME: 17:08

279 —

Name: Smith, John, T.	SSN: 005-75-2243		
Date: 1/8/98	Time: 17:04	Line: Answer	Status: No Contact Sub: Smith, Mark, C.
Date: 1/8/98	Time: 17:05	Line: Answer	Status: Rejected Sub: Jones, Pat, B.
Date: 1/8/98	Time: 17:06	Line: Answer	Status: Accepted Sub: Smith, Charles, D.

UNFULFILLED SUBSTITUTE ASSIGNMENT REPORT

DATE: 1/8/98

TIME: 19:10

280 —

Name: Hitchens, Jack, R.	SSN: 008-75-2278
Title: English gr 11	School ID: 012
Location: Blair	School: 123 South Main Street

Fig. 12

Figure 10

States		Events				
ST = State Transition	Start	Receive a call	Receive Valid Input	Receive Invalid Input	Timeout	Max Retries Reached
Telephony Application						
Teacher Call-in						
281						
	Initial	Prompt for SS Number	Take phone offhook; Generate "Start" Event	ST: MainMenu	ST: ErrorState	ST: Hangup
						N/A
282						
	MainMenu	*1"Record Absence; *2"Listen to Entitlement Day Balances; *3"Special Instructions	N/A	*1"Pressed ST: Whenstep1; *2"Pressed, Entitlements	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event
						ST: Goodbye
283						
	Whenstep1	*1" Today; *2"Another Day	N/A	*1" ST: Shift; *2" ST: WhenAnotherDay	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event
						ST: Goodbye
284						
	WhenAnotherDay	Prompt for day of the month followed by the "#" sign	N/A	ST: Shift	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event
						ST: Goodbye
285						
	Shift	*1" Full Day; *2"Half day AM; *3"Half day PM;	N/A	ST: AbsenceType or if required ST: StartTime	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event
						ST: Goodbye
286						
	StartTime	Prompt for a military time	N/A	ST: AbsenceType	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event
						ST: Goodbye
287						
	AbsenceType	List Valid Absence Types from database	N/A	ST: ConfirmAbsence or if required ST: RecordInstructions	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event
						ST: Goodbye
288						
	RecordInstructions	Play instructions for recording a message	N/A	ST: ConfirmAbsence	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event
						ST: Goodbye
289						
	ConfirmAbsence	Replay contents of absence, prompt user to confirm;	N/A	*1"Pressed, ST: CheckComplete; *2"Pressed, ST: WhenAnotherDay	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event
						ST: Goodbye
290						
	CheckComplete	Press *1"Complete call and get confirmation number; *2"Enter an additional absence day;	N/A	*1"Pressed, ST: Goodbye; *2"Pressed, ST: WhenAnotherDay	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event
						ST: Goodbye
291						
	Entitlements	List Entitlement Day Balances, ST: MainMenu	N/A	N/A	N/A	N/A

292

293

294

ErrorState	Play standard error message; ST: Goodbye	N/A	N/A	N/A	N/A	N/A
Hangup	Hangup Phone; ST: End	N/A	N/A	N/A	N/A	N/A
Goodbye	Play goodbye message; ST: Hangup	N/A	N/A	N/A	N/A	N/A

Figure 128

States		Events				
ST = State Transition	Start	Receive a call	Receive Valid Input	Receive Invalid Input	Timeout	Max Retries Reached
School Administrator Call-in						
295	MainMenu	Press "1" School Menu; Press "2" Entitlement Types Menu	N/A	"1" Pressed ST: RecordSchoolMenu; "2" Pressed ST: RecordEntTypesMenu	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event ST: Goodbye
296	RecordSchoolMenu	Prompt for valid School Recording ID	N/A	ST: RecordSchool, or if "#" pressed ST: MainMenu	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event ST: Goodbye
297	RecordSchool	Play existing recording, if exists then prompt "1" to Record new > prompt, "#" to return to School Menu	N/A	"1" Pressed, record/verify prompt, ST: RecordSchoolMenu; "#" ST: RecordSchoolMenu	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event ST: Goodbye
298	RecordEntTypesMenu	Prompt for valid Entitlement Type Recording ID	N/A	ST: RecordEntTypes, or if "#" pressed ST: MainMenu	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event ST: Goodbye
299	RecordEntTypes	Play existing recording, if exists then prompt "1" to Record new > prompt, "#" to return to Entitlement Types Menu	N/A	"1" Pressed, record/verify prompt, ST: RecordEntTypesMenu; "#" ST: RecordEntTypesMenu	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event ST: Goodbye
300	ErrorState	Play standard error message; ST: Goodbye	N/A	N/A	N/A	N/A
301	Goodbye	Thank caller for using system; ST: Hangup;	N/A	N/A	N/A	N/A
302	Hangup	Hangup Phone ST: End	N/A	N/A	N/A	N/A

Figure 1

States		Events				
ST = State Transition	Start	Receive a call	Receive Valid Input	Receive Invalid Input	Timeout	Max Retries Reached
FrontLine Administration Call-in						
303	RecordFilesMenu	Prompt for the recording ID of the message file	N/A	ST: RecordFiles	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event
304	RecordFiles	Play existing recording, if exists then prompt "1" to Record new prompt, "#" to return to Record Files Menu	N/A	"1" Pressed, record/verify prompt, ST: RecordFiles;"#" ST: RecordFiles	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event
305	ErrorState	Play standard error message; ST: Goodbye	N/A	N/A	N/A	N/A
306	Goodbye	Thank caller for using system; ST: Hangup;	N/A	N/A	N/A	N/A
307	Hangup	Hangup Phone ST: End	N/A	N/A	N/A	N/A

Figure 1

States	Events					
ST = State Transition	Start	Receive a call	Receive Valid Input	Receive Invalid Input	Timeout	Max Retries Reached
Substitute Call-out						
308 MakeTheCall	Dial the telephone number; ST: CallAnalysis	N/A	N/A	N/A	N/A	N/A
309 CallAnalysis	Determine how the call was or was not answered	N/A	Person Answers; ST: Identify	Person does not answer;	N/A	N/A
310 Identify	Prompt for SS Number or PIN Number	N/A	ST: PresentRequest	Generate Start Event	N/A	ST: Goodbye
311 PresentRequest	Play request, prompt substitute to "1"Replay; "2"Accept, "3"Reject	N/A	"1"Replay, Generate Start-Event; "2" ST: AcceptRequest; "3" ST: RejectRequest	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event	ST: Goodbye
312 RejectRequest	"1" Reject w/No more calls; "2"Reject allowing for additional calls	N/A	ST: Goodbye	Play Error Message; Generate Start Event	Play Error Message; Generate Start Event	ST: Goodbye
313 AcceptRequest	Play confirmation number; ST: Goodbye	N/A	N/A	N/A	N/A	N/A
314 ErrorState	Play standard error message; ST: Goodbye	N/A	N/A	N/A	N/A	N/A
315 Hangup	Hangup Phone ST: End	N/A	N/A	N/A	N/A	N/A
316 Goodbye	Thank substitute for using system; ST: Hangup;	N/A	N/A	N/A	N/A	N/A

Figure 13

States		Events					
		Start	Receive a call	Receive Valid Input	Receive Invalid Input	Timeout	Max Retries Reached
	ST = State Transition						
	Fax Call-out						
317	MakeTheCall	Call FaxNumber ST: CallAnalysis	N/A	N/A	N/A	N/A	N/A
318	CallAnalysis	Determine if Fax Answered	N/A	Fax Answered ST: FaxSend	Fax did not Answer ST: Hangup	N/A	N/A
319	FaxSend	Send Fax ST: End					
320	ErrorState	Play standard error message; ST: Goodbye	N/A	N/A	N/A	N/A	N/A
321	Goodbye	Thank substitute for using system; ST: Hangup;	N/A	N/A	N/A	N/A	N/A
322	Hangup	Hangup Phone ST: End	N/A	N/A	N/A	N/A	N/A

Figure 13F
Synchronization
Client to Server

Figure 14A

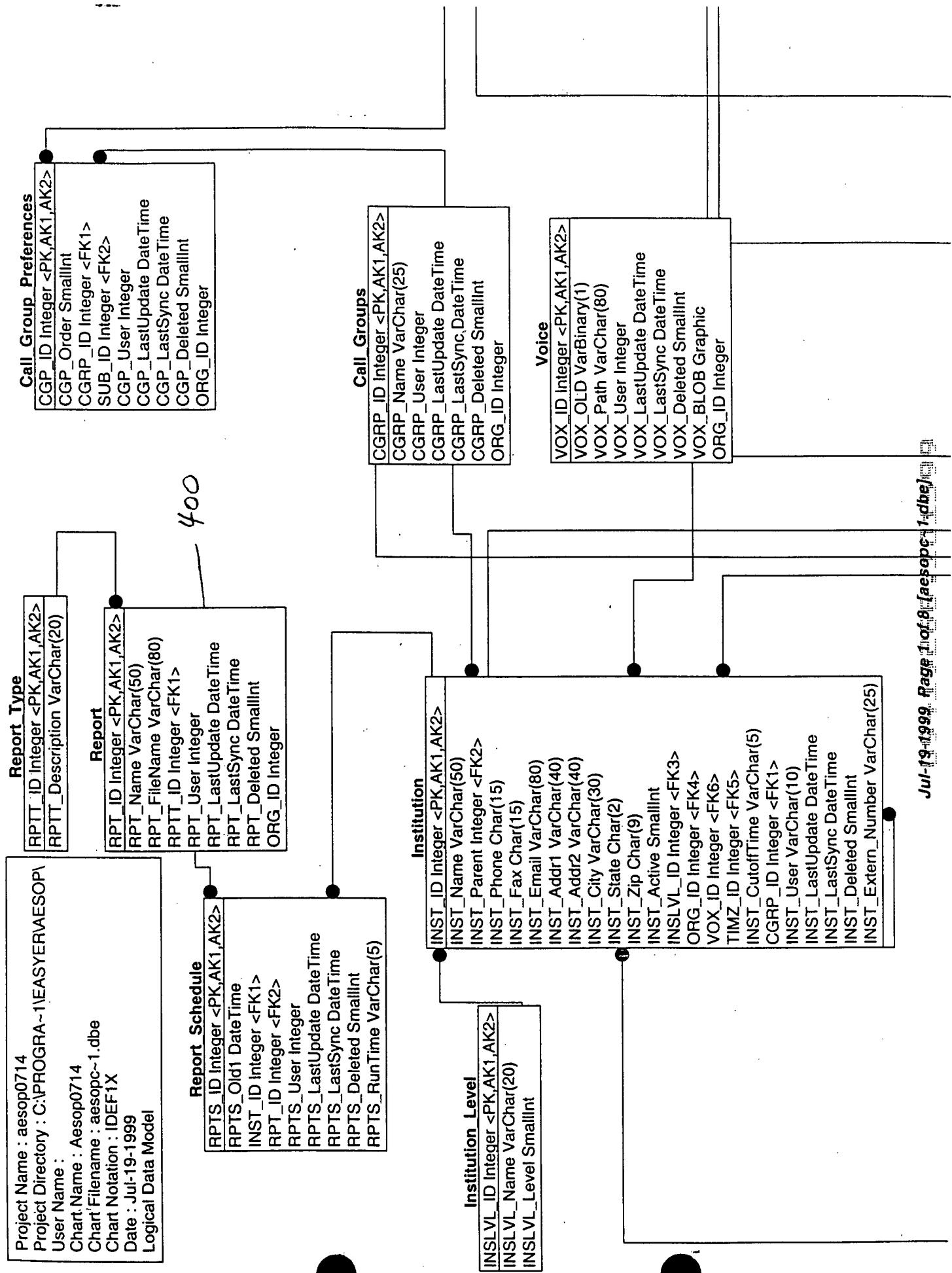


Figure 14B

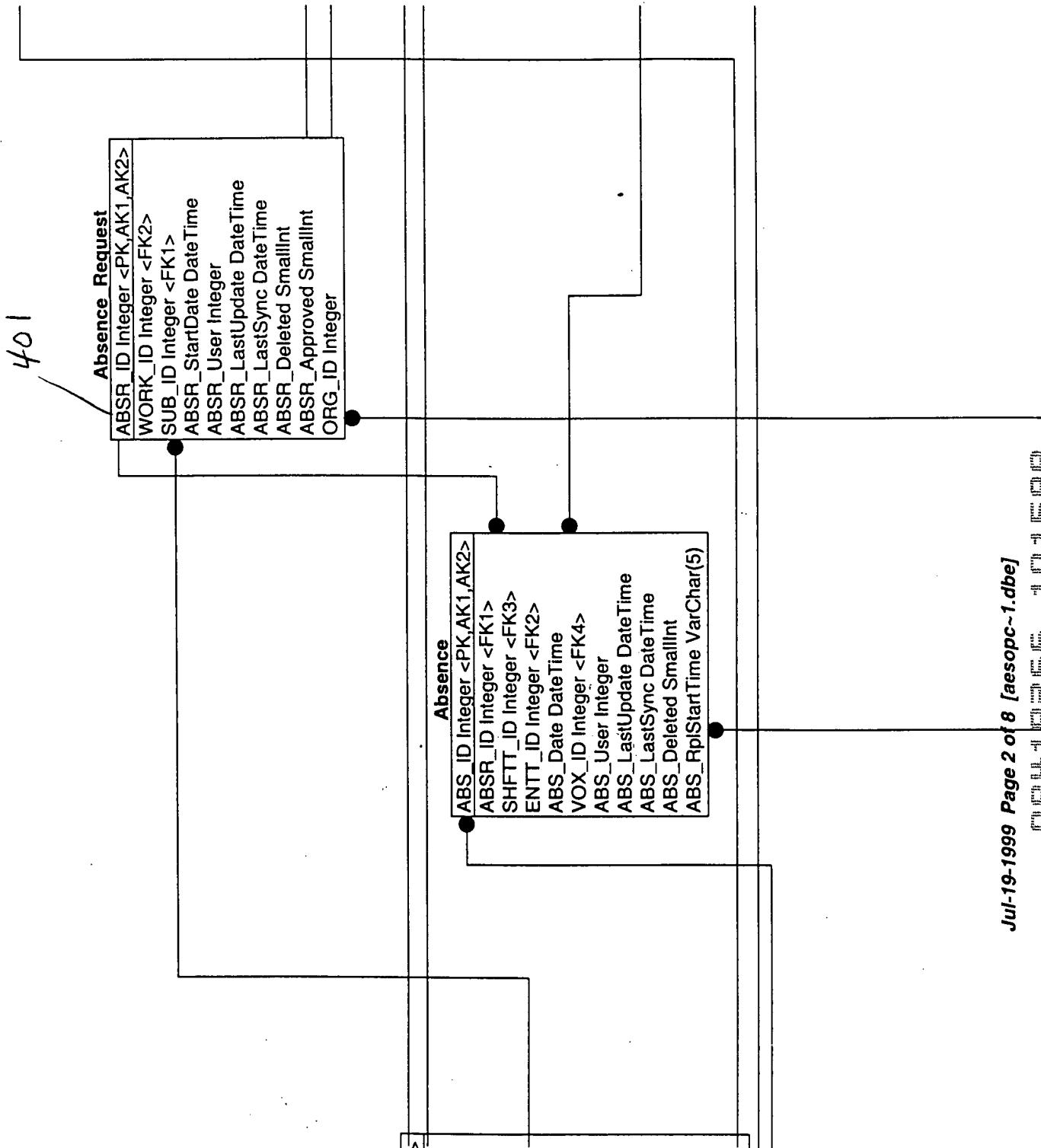
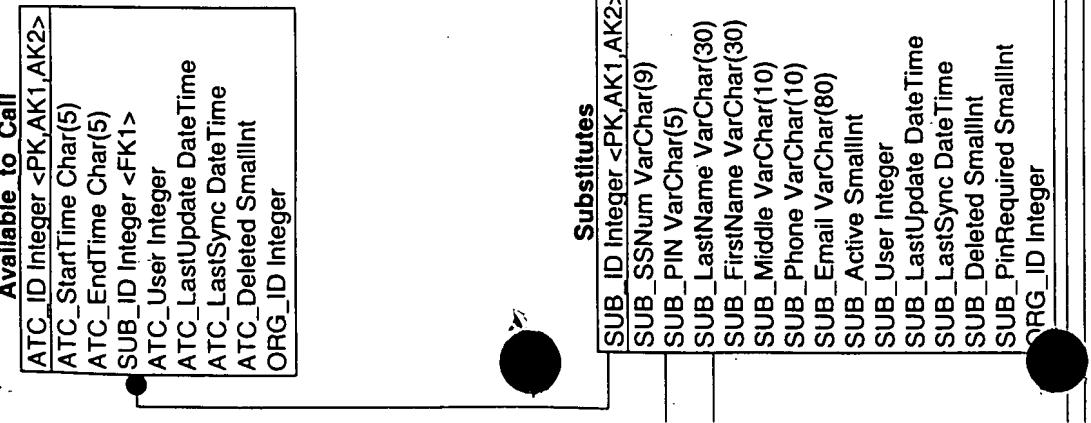


Figure 14-C

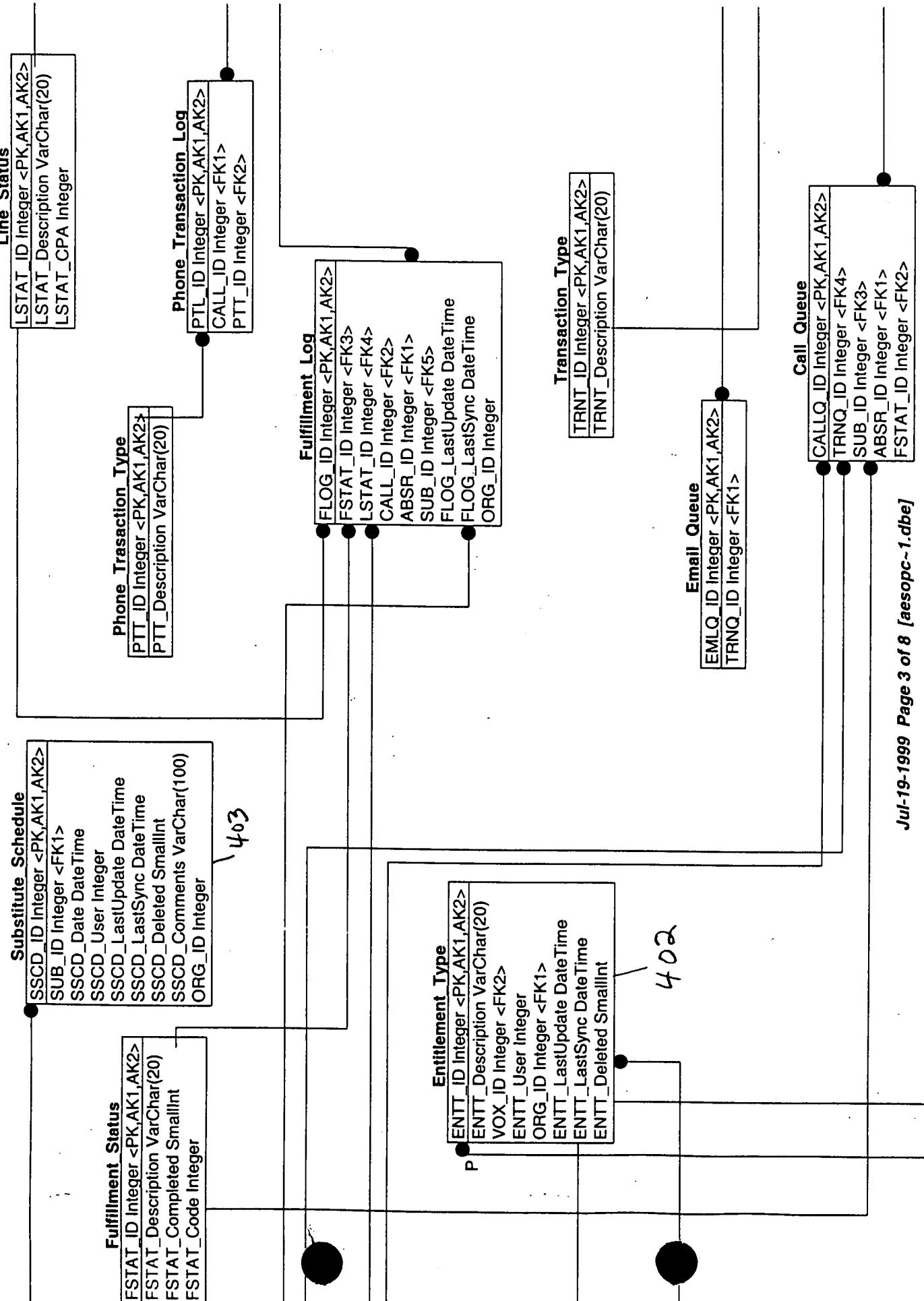


Figure 14-1

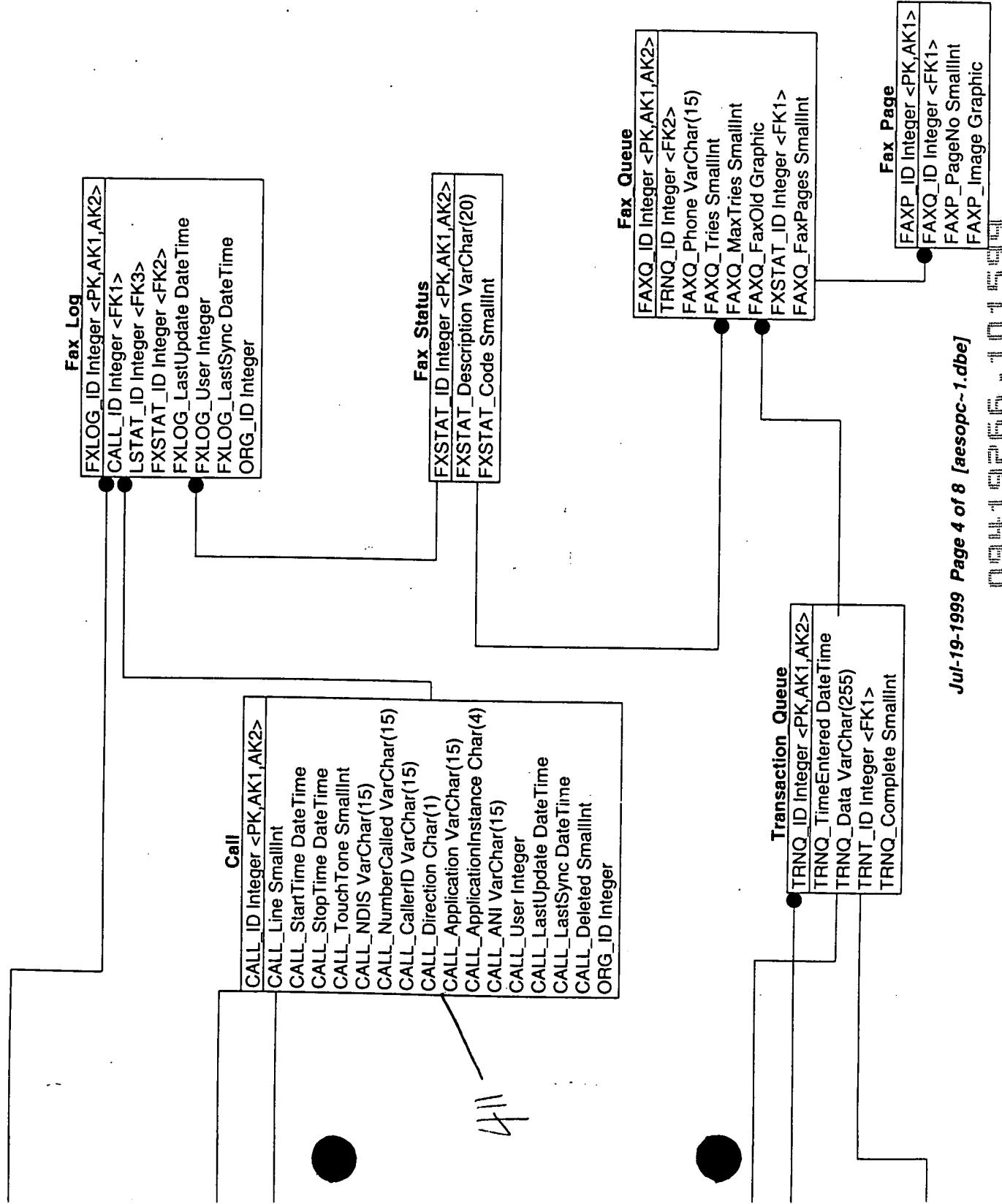


Figure 14-F

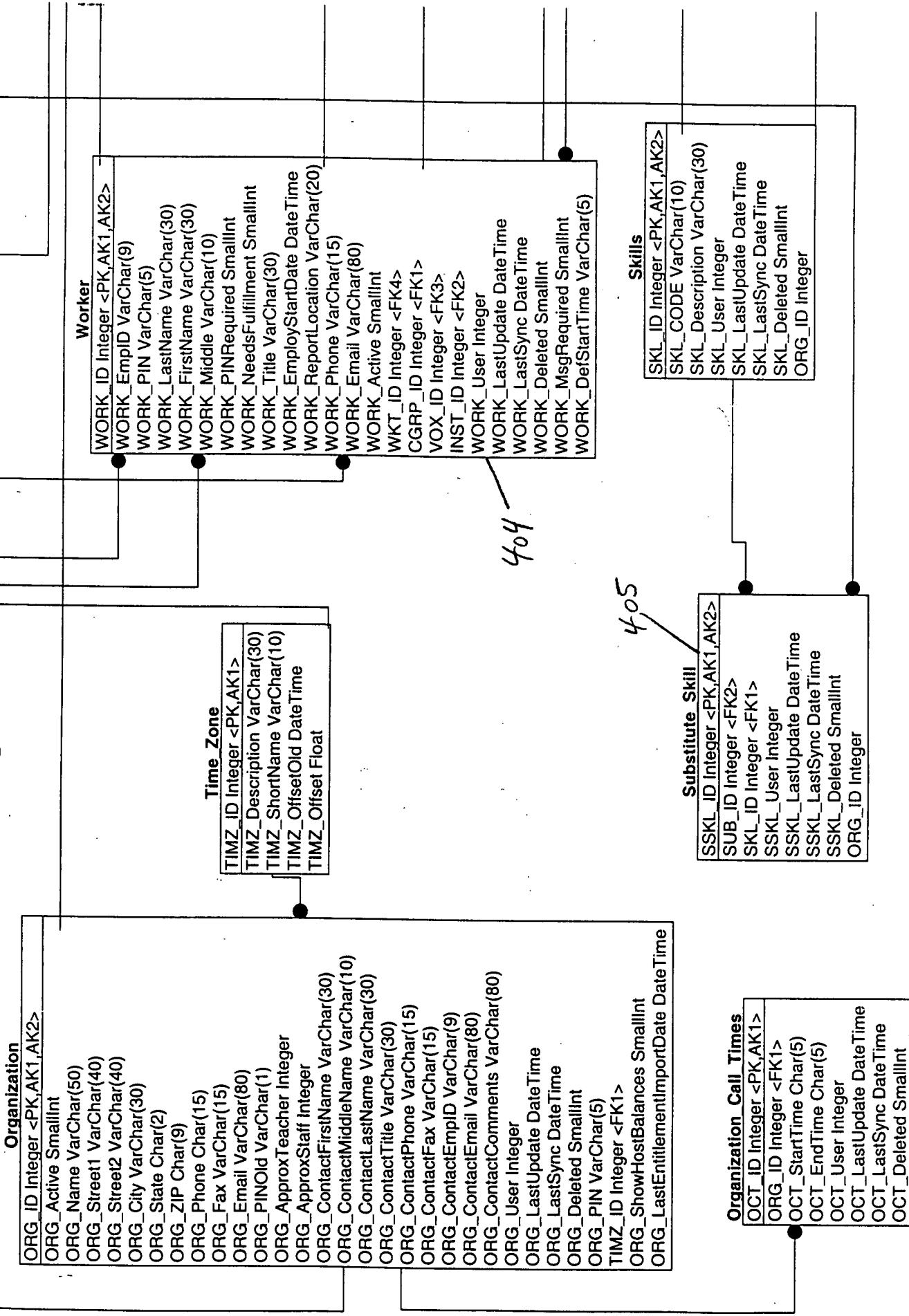


Figure 14-F

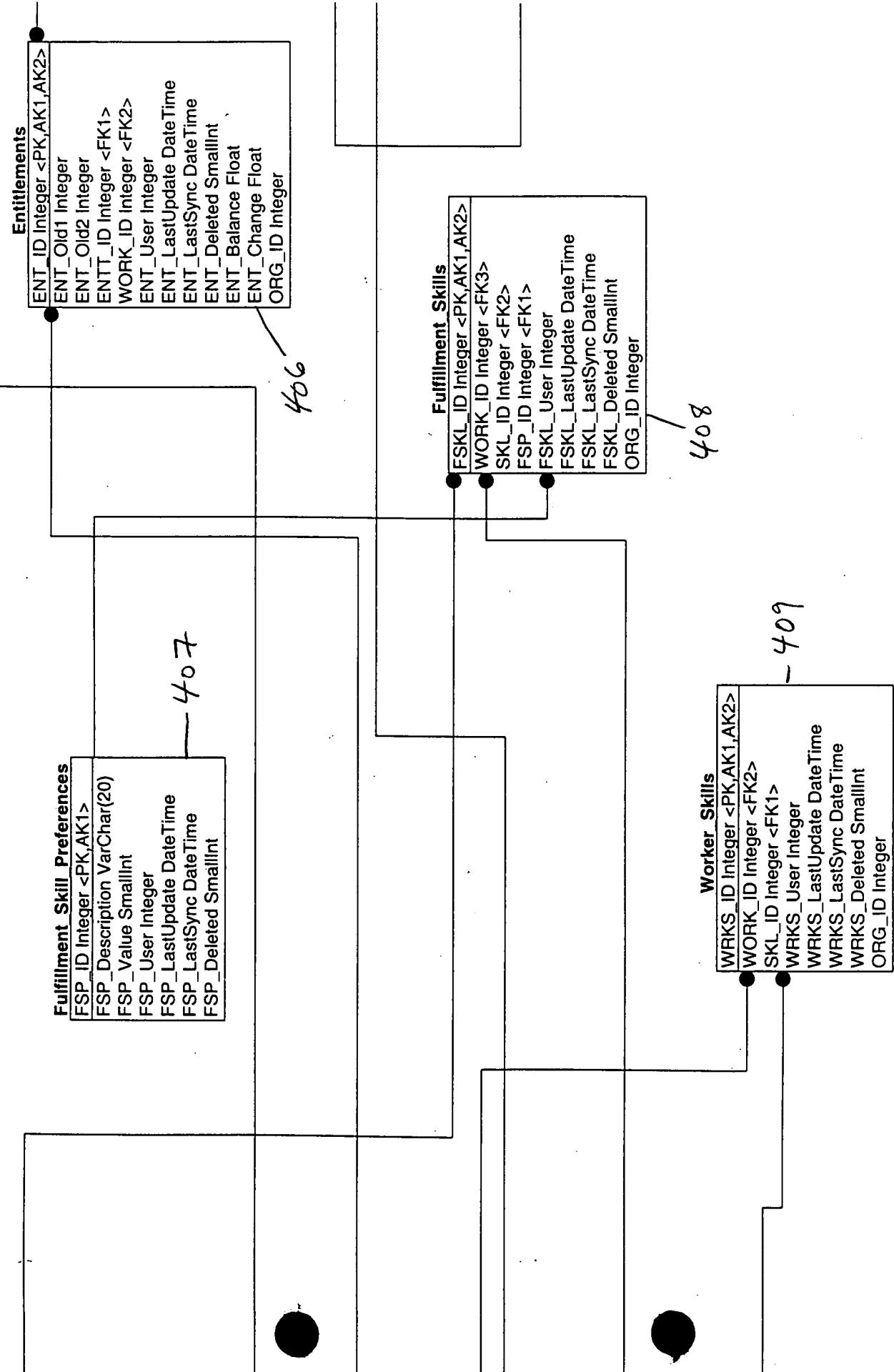


Figure 14 G

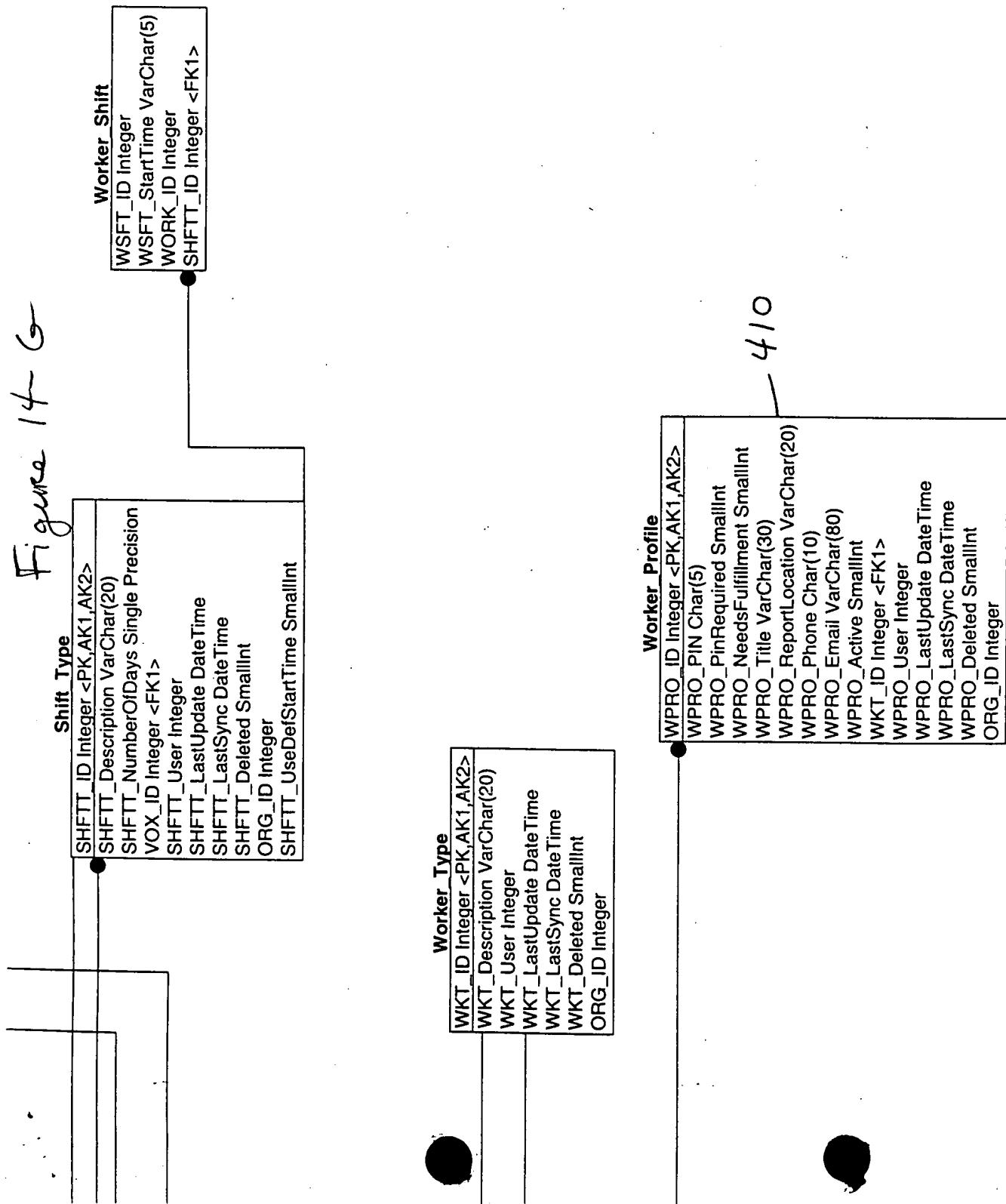


Figure 17-11

